

Songwei Lai

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KEY SKILLS

Programming Proficiency: Advanced proficiency in Python, JavaScript, Php, and SQL.

Project Management: Coordinated with cross-functional teams to meet project goals.

Data Analytics: Experience with Power BI, Google Cloud, SAS, and R and visualisation.

Stakeholder Engagement: Communicated effectively with stakeholders to align project objectives.

PROFESSIONAL EXPERIENCE

Account manager

ECN Trade pty ltd, Sydney

Apr 2022 - Jan 2023

Accomplishments:

- Provide consulting services related to foreign exchange and option trading, such as USD, Gold and Oil
- Developed educational materials on fundamental and technical analysis for new employee training, fostering a deeper understanding of market dynamics.
- Organized seminars and webinars on Forex market fundamentals and technical strategies.

Customer service manager

Nuoyun Technology Lid Co, Shenzhen

Jan 2020 - Mar 2022

Accomplishments:

- Collaborated with the sales team to align CRM strategies with customer feedback, resulting in increased customer satisfaction.
- Provided regular reports and presentations to senior management, highlighting key performance metrics and suggesting improvements.
- Managed a team of five members responsible for daily CRM operations, including data entry, system updates, and customer communication.

Estate Investment Consultant

H&T Realty, Sydney

Jul 2018 - Aug 2019

Accomplishments:

- Giving Financial advice and guiding customers to purchase property in Sydney, assist client in purchasing properties ,and allocate the loan financial products.
- Actively promoting the transaction and circulation of local real estate, providing basic legal advice on real estate-related terms.

EDUCATION

Master of Commerce UNSW, Business Analytics

Feb 2022 - Oct 2023

- E-business, Quantitative method, Financial, Literacy Business Decisions, Project management, Data analytics

Bachelor of Science in Information Technology Cyber security

Nov 2017 - Jun 2021

- Networking knowledge, Programming, and development language (C, JAVA, C++, Python, R, JavaScript, Php, XML), DataBase management (SQL etc).
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PROJECT EXPERIENCE

smart home devices management system.

Independent Project

Php, Python and Javascript based , Function include: 1. Identification and binding IoT device, 2. System Databases (Storage, Distribution and Security), 3. UI design and programming 4.. IOT device design (Smart light strip).

Front-size Video game platform (UNFINISH)

Independent Project

React based Online Gaming Hub Platform, as a practice project imitating <https://rawg.io/>, it mainly restores CSS and the main functions of the website (including search, sorting, and information display).

Mortgage Calculator

Independent Project

Mortgage calculator based on React+typescript, including data calculation and storage, data display and basic CSS (React- Ui, chakra)

Data analytics and prediction

Independent Project

- Client Lifetime Value and polymerization Analysis

Data analysis for local supermarket for the client lifetime value, and aggregated analysis by client's purchasing behavior.

- House Prices Predict

Kaggle's competition (Top 3% on Leaderboard). Fit model by using multiple attributes such as population, salary and crime rate for house price prediction in liner regression.

- Local Business Report

To analyze the epidemic's impact on the earnings of major listed companies in Australia and forecast future developments (including the fresh food airline industry).